

# Customer Service Report for HSB

For the period: Tuesday, September 01, 2009 12:00:00 AM to Wednesday, September 30, 2009  
11:59:59 PM



	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	HSB	Web	Other	DCS	HSB	Other	DCS	HSB	Other	To Close
<b>Accounts</b>											
Access/Login	2	0	0	0	0	0	0	0	2	0	10
Edit Account	1	0	0	0	0	0	0	0	1	0	10
Password Reset	1	0	0	0	0	0	0	0	1	0	10
<b>Application Support</b>											
COTS-Other/Request	2	0	0	0	0	0	0	0	2	0	12
SERCH-Other	1	0	0	0	0	0	0	0	1	0	0
Sharepoint-General Information	1	0	0	0	0	1	0	0	0	0	0
Sharepoint-Install/Uninstall	2	0	0	0	0	1	0	0	1	0	8
Sharepoint-License/Purchase	1	0	0	0	0	0	0	0	1	0	6
Sharepoint-Troubleshoot	1	0	0	0	0	0	0	0	1	0	26
Spec App/SERCH/Application Error	0	0	0	1	0	0	0	0	1	0	8
<b>ASR</b>											
Colocation-ON	0	0	0	1	0	0	0	0	1	0	0
Oracle	0	0	0	36	0	6	0	0	30	0	0
Other	0	1	0	107	0	21	0	0	87	0	0
SQL	0	0	0	10	0	7	0	0	3	0	0
Unix	0	0	0	254	0	46	0	0	208	0	0
Windows	0	1	0	49	0	24	0	0	26	0	0
<b>Back Office Support</b>											
Active Directory	0	2	0	0	0	0	0	0	2	0	6
Backup/Restore	4	0	0	1	0	2	0	0	3	0	7
File Hosting	1	0	0	0	0	0	0	0	1	0	5
Permissions/Shares	7	1	0	0	0	1	0	0	7	0	13
Server Recovery	2	0	0	0	0	0	0	0	2	0	6

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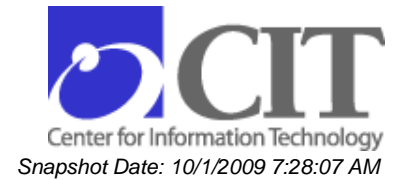
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	DCS	HSB	Web	Other	DCS	HSB	Other	DCS	HSB	Other	To Close
Web Hosting	1	0	0	0	0	1	0	0	0	0	0
<b>CIT Categories</b>											
Web Site Issue	2	0	0	1	0	1	0	0	2	0	4
<b>CIT Categories-CMS Services</b>											
Sharepoint Development	0	0	0	1	0	1	0	0	0	0	0
<b>Connectivity</b>											
Data lines	0	1	0	0	0	0	1	0	0	0	0
General Info	0	1	0	0	0	0	1	0	0	0	0
TCP/IP	0	7	0	0	0	0	4	0	0	3	0
VPN	1	0	0	0	0	0	0	0	1	0	7
<b>Email</b>											
Exchange Email	0	1	0	0	0	0	0	1	0	0	4
<b>General Information</b>											
Inquiry	5	0	0	0	0	1	0	0	4	0	23
<b>Hardware</b>											
Desktop/Troubleshoot	1	0	0	1	0	1	0	0	1	0	11
Printers/Config/Setup	4	0	0	0	0	0	0	0	4	0	13
Printers/Troubleshoot	2	0	0	0	0	0	0	0	2	0	6
<b>Local LAN</b>											
LocalLAN/Connectivity	1	0	0	0	0	1	0	0	0	0	0
<b>NED</b>											
Administration	0	0	0	1	0	0	0	0	1	0	0
<b>NIH Services</b>											
Other	0	1	0	0	0	0	0	0	0	1	0
<b>NIHnet</b>											
Maintenance-Bldg 12 Data Center	0	3	0	0	0	0	3	0	0	0	0
Server Support-DNS	0	4	0	0	0	0	0	0	1	3	0

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Service Prov-Bldg 12 Data Center	0	1	0	0	0	0	0	0	0	1	0
<b>OIT Categories</b>											
New Act Dir Dom Acct	0	0	0	1	0	0	0	0	1	0	16
<b>Security</b>											
General Info	0	1	0	0	0	0	1	0	0	0	0
Incident	1	0	0	0	0	0	0	0	1	0	0
<b>Web Site Issue (non- CIT)</b>											
Inaccessible	1	0	0	0	0	0	0	0	1	0	25
Other	6	0	0	0	0	0	0	0	6	0	5
<b>Grand Total:</b>	<b>51</b>	<b>25</b>	<b>0</b>	<b>464</b>	<b>0</b>	<b>115</b>	<b>10</b>	<b>1</b>	<b>406</b>	<b>8</b>	<b>1</b>

Total Tickets Closed: 415

Total Tickets Assigned/Pending/Checked Out: 125

Total Tickets Created: 540